

# High Level Standard Operating Procedure for Commencement of Operations with Focus on COVID-19

(Including high level Risk Management, Protocols and Accountability)



Professional Turnkey Fibre Optic Network Solutions and Installation Specialists



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## [Definitions, Terms & Abbreviations](#)

**SPOC** – Single point of contact

**COVID-19 Pack** – This must include but is not limited to the following elements specific to the management of the COVID-19:

1. Documentation
2. Protocols
3. Policies
4. Procedures
5. Health and Safety Plans

## 6. Emergency Action Plan

**HSE** – Health and Safety or Health and Safety file based on context

**WHO** – World Health Organisation

**APM** – Assistant Project Manager

**PM** – Project Manager

**IM** – Implementation Manager

**Contractor / Specialised Contractor** – Refers to contractors used for specialised services

### Purpose and of this document

The purpose of this document is to communicate as far as possible the importance of communicating and managing the pandemic that surrounds us all with regards to the COVID-19 virus. This document intends to outline some measures that are to be put in place and followed in order to as far as possible safeguard human life and minimizing the potential risk of the ability and possibility of the spreading of the virus.

It is important to understand the risks surrounding COVID-19 as well as ensuring that measures are put in place in order to minimize these risks. It is above all of utmost importance that Human life is respected and valued and that we intent to protect our teams above that of costs and profit.

This document is a living document and will continuously be reviewed and sent to the various stakeholders as more information is made available while the WHO is still continuing to learn more about the COVID-19 virus.

This document is under no circumstances a replacement to the current health and safety regulations put in place as documented but both APR and its subsequent specialised contractors; this document should be seen as an addendum to the current HSE file and should be included in the HSE file with the most up to date version.

Where there is a discrepancy between the HSE file and this document, it should be explicitly noted that the safer alternative is followed. In this case the necessary COVID-19 representative should be informed immediately as the discrepancy so that documentation can be updated accordingly.

### Understanding Coronavirus (COVID-19) and the Symptoms

#### Coronavirus

A family of viruses the cause respiratory infections such as Middle East Respiratory Syndrome (MERS), Severe Acute Respiratory Syndrome and most recently **COVID-19**.

#### Spread of COVID-19

The Virus is spread through small droplets, from someone who has the virus, when they cough, sneeze or exhale. These droplets can either be inhaled directly or can land on an object and be transferred to someone else who touches the same object and then touches their face.

## Symptoms of COVID-19

### Most Common

- Fever
- Tiredness
- Dry Cough
- Shortness of Breath

### Other Symptoms

- Aches and Pains
- Nasal Congestion
- Runny Nose
- Sore Throat
- Diarrhoea

For more information about the virus, you can visit the World Health Organizations website (WHO).

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

### South African COVID-19 Hotline Details:

- Call Centre Number: **0800 029 999**
- WhatsApp Number: **0600 12 3456**

## Committee & Responsibilities

### APR

- Appoint a dedicated committee who will meet weekly via online conference every Tuesday at the earliest plausible time.
- This committee will appoint three representatives:

**Representative 1:** Responsible for communicating necessary information between APR and all specialised contractors and will be referred to as the COVID-19 Contractor SPOC.

**Representative 2:** Responsible for coordinating feedback between the operational team, specifically the Regional Managers, Implementation Managers, Project Managers, Assistant Project Managers, SHEQ Team, Planning Team referred to as the COVID-19 Operations SPOC

**Representative 3:** Coordinating feedback and sharing of information between management and office staff referred to as the COVID-19 Channel SPOC

- All representatives will provide formal feedback to via the weekly APR committee meeting, unless there is an immediate concern that needs to be raised, for example in the case of a positive infection.
- A written report will be compiled by the COVID-19 Channel SPOC and forwarded to the Client once a week following the internal APR committee meeting.

### Specialised Contractors

- Each contractor is required to form their own internal committee.
- This committee will appoint one representative who is responsible for providing weekly feedback by Monday COB, representatives are required to:
  - o Provide contact information including any changes, which will be included on an agreed communication platform
  - o Provide potential Risks and Hazards which must be addressed and communicated on the agreed platform

- Representatives are required to provide any information relating operational considerations and concerns specifically relating to COVID-19 protocols
- Any other aspects which pertain to the COVID-19
- In the case of a confirmed or expected case of COVID-19 infection, the appointed representative must notify the APR SPOC immediately in order to assist with situational control.
- All contractors are required to conform to APR 's COVID-19 Pack, including the completion and submission of all checklists, registers, etc.
- The contractor must have their own COVID-19 protocols, policies, procedures and management plan. This must be reviewed and approved by the APR appointed representative before any work may begin and shall be added to the HSE file which must be available on site at all times.
- Contractors not adhering to both APR's as well as their own defined COVID-19 pack will be removed from site, completion of any open operations will be re-assigned at the cost of the culpable contractor.
- Limited Liability:
  - Each party shall comply in all respects with all applicable legal requirements governing the duties, obligations, and business practices of that party and shall obtain any permits or licenses necessary for its operations. Neither party shall take any action in violation of any applicable legal requirement that could result in liability being imposed on the other party.
  - Any third-party companies, organisations or parties may not lay claim to or against APR , for any damages, losses, injuries, death or any of its parties pertaining to the risks involved with the commencement of operations. Any third-party companies, organisations or parties continuing for and on behalf of APR and its partners do so and commence at their own free will and risk.

## Transportation of Staff

### Company provided transport

- The concept and exercise of social distancing needs to be communicated to all staff prior to transportation to ensure all staff members do not stand within close proximity to one another
- All company vehicles need to be disinfected before employees may enter the vehicle, records of this must be kept



- Each vehicle needs to be equipped with the following
  - Hand sanitiser
  - Face masks must be worn before entering the vehicle
  - A non-contact Thermometer
  - Company permit along with all necessary documentation



- The following steps need to be followed before employees may enter the vehicle
  - 1) Employee must be scanned with Thermometer and readings documented as per procedure outlined
  - 2) Employee must wear a facemask
  - 3) Employee to sanitise hands
  - 4) Employee must acknowledge a Waiver, Release and Assumption of Risk
  - 5) Employee may enter the vehicle
  
- Facemask must be worn by all passengers, including driver, at all times. It may not be removed under any circumstances.
- The driver of the vehicle must adhere to the standard COVID-19 Taxi regulations which states that a maximum of 70% of the vehicles licenced capacity may be transported at any one time.
- Should an employee's temperature reading be 38° or above, or the driver is concerned that an employee displays other possible symptoms (as listed above) of the COVID-19 virus, that employee may not enter the vehicle.
  - o The employee will be asked to follow government guidelines by first contacting their medical professional to seek advice on testing vs exercising isolation.
  - o The incident should be reported to the respective APR Committee representative. The representative must stay in contact with the employee to track the employee's health and wellbeing.
  - o This information will in turn be communicated to the stipulated representative/ committee.

### Staff using public transport

- All employees must be made aware of the COVID-19 regulation pertaining to public transport
- They may not use any public transport that is not following these regulations, especially in such instances that the transport is overcrowded
- When waiting for public transport employees must exercise social distancing by maintaining a distance of 1m – 2m between themselves and others waiting for public transport.
- The employee must always make use of a facemasks.
- On arriving at site, there must be a centralised location or drop off point for all employees that are using public transport
- Again, exercising social distancing, these employees should wait at the agreed location until an appointed person can complete the following steps.
  - 1) Employee must be scanned with Thermometer, and results thereof documented
  - 2) Employee must wear a facemask
  - 3) Employee to sanitise hands
  - 4) Employee must acknowledge a Waiver, Release and Assumption of Risk

In the event where an employee has a temperature reading of 38° or more, or is showing any of the above-mentioned symptoms, the following needs to take place.

- 1) The employee should be quarantined in a pre-agreed location away from other employees and members of the public
- 2) The appointed APR representative needs to be informed
- 3) The APR representative must contact the COVID-19 to determine the best way of handling the situation
  - Call Centre Number: **0800 029 999**
  - WhatsApp Number: **0600 12 3456**
- 4) The APR representative will then give the employee or specialised contractor further instructions

The company representative will need to stay in communication with the employee to get an update on the employee's wellbeing. This information must be communicated to the necessary committee members.

## Managing COVID-19 on Site

### Site Requirements

Over and above the standard Health and Safety requirements, the following items need to be available on site at all times.

 Clean water for washing hands	 Soap for washing hands
 Hand sanitiser	 Spare Face masks (M95)
 A non-contact Thermometer	 Disinfectant Spray along with paper towels
 Dustbin (with a bin bag) for used masks, paper towels etc	 Company permit along with all necessary documentation

### Toolbox Talks

- Toolbox Talks must be done in groups of no more than 10 at a time so that employees can distance themselves from each other and still hear the message for the day

- Over and above the standard toolbox talk, employees must be reminded everyday of the importance of personal hygiene as well as to keep themselves distanced from others
- Employees must be made aware of symptoms and the importance of staying home if they are feeling ill
- Employees must be made aware of the importance of communicating with their employer if they are not feeling well

### Working Safely

- Before work may commence, employees must wash and sanitise their hands
- Tools must be disinfected using the disinfectant spray and paper towels before and after use each day
- Paper towels used for disinfecting must be thrown away in dustbins provided
- Once an employee has taken their tools, those tools must be allocated to that employee for the duration of the day
- In the event where tools need to be used by another employee, the tools must first be disinfected before taken by another employee
- When working keep a safe distance of at least 2m apart for trenching work and 1m apart for less physical work
- Facemasks must be worn at all times
- Any employee refusing to wear facemasks may not continue to work

### Public Safety

- When finding a location for site establishment
  - o The area may not be within a 20m radius of any house or business
  - o Area must be securely barricaded
  - o Housekeeping is of utmost importance
- No employees are permitted to interact with any residents
- In the event where a resident approaches an employee, the employee needs to keep a safe distance from the resident and direct the resident to the person in charge
- Notification letters must no longer be handed out to residents due to the uncertainty as to how long the virus can survive on any specific surface
- In order to notify residents, the following needs to take place
  - o barricading should be erected at least 48 hours before any construction work may commence
  - o Laminated signboard's need to be securely attached to barricading at minimum one between two residents
  - o The minimum requirements for these signboards need to be as follows:
    - Informing residents of our intentions
    - Informing residents not to interact with the workers for their own safety so as to prevent the spread of COVID-19
    - The necessary contact information for all relevant Contractor and APR representatives
- Employees must refrain from touching any residential or private property items (e.g. doorbells, gates etc.)

### Lunch Breaks

- Employees should wash their hands and sanitise before and after eating lunch
- Employees will have to sit at least 2m away from one another during the lunch break
- Employees may not share one another's lunch
- All waste should be disposed of in the dustbins provided

- All employee's temperature must be taken at the end of their lunch break and recorded on the necessary register
- In the event where an employee has a temperature reading of 38° or more, or is showing any of the above-mentioned symptoms, the following needs to take place.
  - 1) The employee should be quarantined in a pre-agreed location away from other employees and members of the public
  - 2) The appointed APR representative needs to be informed
  - 3) The APR representative must contact the COVID-19 to determine the best way of handling the situation
    - Call Centre Number: **0800 029 999**
    - WhatsApp Number: **0600 12 3456**
  - 4) The APR representative will then give the employee or specialised contractor further instructions

### Ablution Facilities

- All ablution facilities will be equipped with disinfectant spray & paper towels
- Employees must disinfect those parts of the ablution facilities which are frequently touched by hand prior and after use of the facility (e.g. door handles, toilet seats, taps, etc)
- The paper towels used in this process should immediately be thrown away in the dustbins provided

### Dustbins and Handling of Waste

- Limit the number of people handling waste, preferably by appointing one person to remove and replace waste bags each day
- This person will be provided with disposable gloves for the sole purpose of changing waste bags
- This person must sanitize hands before and after handling the waste bags
- Bins should have a lid to ensure waste does not spill out
- Where applicable, the surface and handles of bins should be regularly disinfected
- Bins should only be filled to capacity, no overflow of waste is permitted
- There must be a designated area or skip where full bin bags must be kept, these bin bags must be disposed of weekly. This area must be barricaded off, set as off limits and must contain biohazard sign board.
- Disposals of bins as well as the removal of the content of the skip should be managed in an extremely controlled manner. Implementing all safety measures, including full PPE for biohazardous materials, such as a full-face shield, face mask, disposable gloves and then performing all necessary cleansing measures including but not limited to, washing hands and arms as well as the use of sanitizer.

### Handling of Material

- After offloading or loading materials, all employees involved must wash and sanitise hands
- Once an employee receives any material item, the employee must install the item and immediately thereafter wash and sanitise their hands
- The following needs to take place during the installation of duct
  - Employees need to stay at least 2m apart
  - When holding the duct, the duct must be held by the waste side and not on the shoulder
  - After the duct has been installed into the trench, all employees involved must ensure they wash and sanitize their hands

## Handling of Documentation

- Hand sanitiser must be available at all signing stations
- Employees must sanitise after signing or filling in any documentation where other employees have had to fill in or sign

## Services

- All service providers will be contacted before any work will commence
- The Ward Councillor will be notified of our intentions before any work will commence
- Any area with bulk services will be completely avoided until the end of the lockdown
- Any service damage must be reported immediately

## Local SMME Interruptions

- The local police station must be contacted and informed about our intentions before work may commence
- The contact details for the patrolling officers must be taken
- In the event where a local SMME attempts to stop any sites the patrolling officer needs to be contacted

## End of Shift

- At the end of each shift, the work area must be clear of any waste
- All dustbins must be emptied
- Before employees may leave site, the following needs to take place
  1. Employee must be scanned with Thermometer, and results thereof documented
  2. Employee to wash and sanitise hands

## Handling of cases

### APR

- In the event of an APR employee testing positive for COVID-19
  - o APR representative is to be informed immediately
    - This representative is to remain in daily contact with both the infected person, and exposed employees, and provide feedback to the APR Committee
  - o The infected employee is to comply with government regulations and will only be allowed back on site with clearance from medical professional
  - o Track and trace those who have been in contact with employee
  - o Those employees who have been exposed to infected employee need to self-isolate for 14-days
- In the event of an APR employee displaying flu-like symptoms
  - o Employees who display flu-like symptoms, as listed above, need to contact their medical professional or the COVID-19 Hotline and seek professional advice
  - o APR requires that they self-isolate for a period of 14-days, and may only return to work sooner if they have been tested and have medical clearance to return to work
  - o The APR representative is responsible for daily check-in's with self-isolating employees
- In the event of possible exposure to the COVID-19 virus
  - o It is imperative that daily attendance registers are kept, which include working contact numbers for all employees and contractors on site

- In the event of an employee, or contractor, testing positive for the COVID-19 virus, all employees and contractors with possible exposure to the infected employee will be notified by an appropriate means of communication
- The exposed employees/ contractors will be asked to self-isolate for a period of 14-days, and to seek medical attention should they begin to display symptoms like those listed above
- The appointed contractor and APR representatives are responsible for daily check-ins with the exposed employees and to provide feedback as such to their respective committees

### Specialised Contractors

- In the event of a contractor's employee testing positive for COVID-19
  - The contractor representative is to inform the necessary APR representative with immediate effect
    - The contractor representative is to remain in daily contact with the infected person, and exposed employees within their employ, and provide feedback to the APR committee
    - Exposed employees are expected to self-isolate for a period of 14-days, consequently, the contractor will need to provide APR with a business continuity plan clearly outlining how the assigned work will be completed (should the contractor not have additional workforce, who have not been exposed to the infected person, available)

### Continuity & Contingency Plan

#### Staggering of Teams

- Teams need to be staggered throughout the site and not all confined to one area
- Employees using public transport need to be placed together in a team and kept separated from employees that arrive by means of company provided transport

#### Staggering of APM's, PM's and IM's

- APM's will be allocated to specific teams and may not physically interact with other teams
- PM's and IM's should be allocated to specific Areas or Regions and should keep interaction with the teams to a minimal

In the case that an individual tests positive for COVID-19 or shows symptoms of COVID-19, the individual will be isolated and handled in a confidential manner. The individual will be interviewed and all relevant documentation will be completed and compiled based on work history in order to determine the extent of the exposure.

The intent is to ensure that teams are divided into small groups in order to minimize the impact of the aforementioned, however, due to the staggered nature of the operations the teams will be reassigned accordingly in order to ensure that open construction is secured and can resume within the soonest possible time.